

access

Emergency Preparedness at Access Services

**Los Angeles City Commission
January 6, 2016**

Access Services



Access Services provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County

Access – Always Prepared

- Access subscribes to the same Incident Command System (ICS) practices as County, State, and Federal agencies
- 35 staff members are ICS trained
- Access has an Emergency Operations Center and an EOC plan
- Access participates in emergency drills and exercises with county partners
- Access has redundant emergency communication systems including a method of sending phone, text and email messages to its riders

Access and the Colby Fire



- The Colby Fire in January 2014 resulted in the burning of 1,950 acres in Azusa and Glendora
- Access was impacted as trips to and from the affected area had to be cancelled
- More than 130 pick-ups and drop-offs were impacted
- Access used ICS, activated its EOC and got first-hand experience with emergency communications and resource deployment

2015 Tabletop Exercise

- In Summer 2015, Access had an external emergency management facilitator conduct a tabletop exercise to simulate simultaneous major emergencies in Los Angeles County
- All six of Access' service contractors participated
- LAC OEM and LA Metro sat in as observers
- Lessons learned included:
 - Need to communicate better with service providers
 - More training needed on ICS forms
 - EOC exhibited great teamwork and situation analysis

Access and County OEM



- In November 2015, Access participated in the County's POD Exercise
- After receiving a request for transportation resources from the LA County EOC, Access activated its EOC and dispatched two Access vans to South Pasadena
- Transported six individuals (5 disabled) to a POD and back
- Provided great training on emergency communications, tracking resources, and agency coordination

Participation in TransMAC

- TransMAC is a transportation mutual aid agreement between 15 Southern California transit agencies
- Designed to streamline the mutual aid process to respond to planned and unplanned emergencies and events
- Covers everything from reimbursement to liability to asset management
- Follows model used by police and fire agencies to help each other out

Thank you!

